

REMARKS

Prompt examination of the continuing patent application in view of the above amendments and the following remarks is respectfully requested.

**Rejection of the Claims Under 35 U.S.C. § 102**

In the office action dated 7/17/01, the Examiner rejected claims 1, 4 - 7, and 12 - 13 under 35 U.S.C. § 102(e). The Examiner stated that the claimed invention was anticipated by U.S. Patent 6,182,059 issued to Angotti, et al. (hereinafter referred to as the Angotti reference). The Applicants respectfully traverse.

Angotti reference discloses an automatic electronic message interpretation and routing system. In the system of the Angotti reference, as described with reference to **Figures 2A and 2B**, each incoming message is analyzed in order to create a response to the source of the incoming message. The final step of the method in the Angotti reference is to “TRANSMIT RESPONSE TO SOURCE” as set forth in step **124** of **Figure 2B**.

In the system claimed in independent claims 1 and 4 (and the associated dependent claims) of the present invention, the system processes each incoming message by “categorizing said message by selecting a first category entry from a category database.” Then, after categorizing an incoming message, the system of the present

invention creates “a response message using said first category entry” wherein the response message includes “a set of message recipients defined in said first category entry.” Thus, the present invention introduces a system wherein different incoming messages may generate response messages that will be sent to different parties.

Lines 28 to 34 of page 15 of the written specification of the present invention describe how this “set of message recipients defined in said first category entry” may be used. In one given example, an expert in certain categories may wish to be informed about all customer complaints, questions, and problems concerning certain categories. In fact a response message may not even be sent to the message sender if the message sender is not designated as a recipient of the proposed response message.

The system of the Angotti reference does not teach a system that categorizes incoming messages and then uses that categorization to determine which the recipients of a generated response message. The system of the Angotti reference merely sends a response back to the source of the incoming message. Since the Angotti reference does not teach nor teach toward a system that uses the incoming message categorization to determine the recipients of a proposed response message, independent claims 1 and 4 are allowable over the Angotti reference. Similarly, the remaining dependent claims that incorporate all the limitations of either claim 1 or 4, are likewise allowable over the Angotti reference.

## **Rejection of the Claims Under 35 U.S.C. § 103**

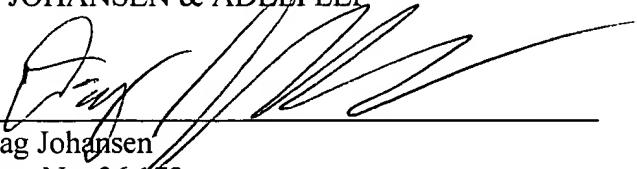
The Examiner further refers to U.S. Patent 5,806,057 issued to Gormley, et al. (hereinafter referred to as the Gormley reference) and U.S. Patent 5,548,753 issued to Linstead, et al. (hereinafter referred to as the Linstead reference) in a rejection under 35 U.S.C. § 103(a). The examiner refers to the Gormley reference and the Linstead reference for their teaching of carbon copies and blind carbon copies, respectively. However, neither the Gormley reference nor the Linstead reference teach the selection of recipients based upon the categorization of an incoming message. Thus, the present invention is allowable over any combination of the Angotti reference, the Gormley reference, and the Linstead reference

The Applicant respectfully submits that the above-amendments place the continuing patent application in condition for allowance. The Applicant respectfully requests examination of the continuing patent application at the earliest possible date.

Respectfully submitted,

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## The Amended Claims

The following pages provide the amended claims with the amendments marked with deleted material in [brackets] and new material underlined.

1           1. (Amended) A method for processing electronic messages, said method  
2 comprising:

3           receiving a message in an enterprise mail system, said message from a human  
4           message sender;  
5           categorizing said message by selecting a first category entry from a category  
6           database comprising a plurality of category entries, each said category entry  
7           containing information for handling particular incoming messages; and  
8           creating a response message using said first category entry, said response message  
9           including a response body defined in said first category entry and a set of  
10          message recipients defined in said first category entry.

1           2. (Amended) The method of claim 1 wherein one of said set of message  
2          recipients comprises a carbon copy recipient.

1           3. (Amended) The method of claim 1 wherein one of said set of message  
2          recipients comprises a blind carbon copy recipient.

1                  4. **(Amended)** A method for processing electronic messages, said method  
2 comprising:  
3                  receiving a first message into an enterprise mail system, said first message from a  
4                  first human message sender;  
5                  storing said first message in a message database;  
6                  assigning a category entry from a category database to said first message, said  
7                  category entry containing information for handling particular incoming  
8                  messages;  
9                  delivering said first message to a first enterprise mail system user; and  
10                 providing a template response message to said first enterprise mail system user  
11                 using information in said category entry, said template response message  
12                 including a set of message recipients defined in said category entry.

1                  6. **(Amended)** The method of claim 4 wherein assigning a category entry  
2                  from a category database to said first message is performed by said first enterprise mail  
3                  system user.

1                  7. **(Amended)** The method of claim 4 wherein [whering] providing a  
2                  template response message further comprises:  
3                  providing a set of default message body sections for said template response  
4                  message.

13. (Amended) The method of claim 1 wherein one of said set of  
message recipients comprises said human message sender.